

Penny Lane Surgery NHS Newsletter

Doctors:

Dr Felicity Mattocks
Dr Kyle Egan
Dr Anna Angotti
Dr Meenam Rastogi
Dr Miranda Mitton
Dr Lauren Pearson
Dr Nikki Thorbinson
Dr Sophie Harris
Dr Katrin Little

Practice Nurse:

Karla Green
Heather Dobson

HCA:

Olivia Kelly

Practice Manager:

Kate Prouse

Reception Supervisor:

Diane

Administration Officer

Paula

IT Facilitator:

Sharon

Senior Receptionist

Leanne

Lia

Reception Staff:

Ellie
Emma
Louise
Sinead

ISSUE 25

Welcome to the latest issue of the Penny Lane Surgery Newsletter.

The news letter lets you know what is going on at your practice. Our aim is to provide you with health care tips, offer advice and provide information about your practice.



To book a GP appointment:

- Fill in an online consultation on our website www.pennylanesurgery.nhs.uk
- Contact us on 0151 733 2800 if your problem is urgent (at 8am for a morning appointment or 1pm for an afternoon appointment).

Opening times for the festive period

Normal hours Mon 23rd and Tue 24th December
Closed Christmas Day & Boxing Day
Normal hours Thurs 27th and Fri 28th December
Closed New Years Day

Winter 2024



Have you had your flu vaccine yet?

Please contact reception to book an appointment with a Practice Nurse for your free flu vaccine.

If you are eligible, you can have your Covid-19 vaccine at the same time.



We are excited to announce that we have employed a brilliant new HCA at Penny Lane Surgery—Olivia.

Olivia has worked at Aintree Hospital for many years and is a great addition to our team.

You might see Olivia for a blood pressure check, vaccination, or a review of some long term conditions.



PENNY LANE SURGERY

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Contact Details:

Tel: 0151 733 2800

Phone lines operate

Mon– Friday 8:00—6.30pm

Website:

www.pennylanesurgery.nhs.uk

In October 2024, we provided **3593** appointments for our patients. It can sometimes be difficult to get a routine appointment but please rest assured that we are working as hard as we can to provide a good service for our patients.

We had 96 patients in October 2024 who booked but did not attend or cancel their appointment, please let reception know if you are unable to attend your appointment to ensure it can be booked by another patient.

If you have any comments or suggestions for our team, please feel free to share online via our anonymous patient suggestion box

<https://www.surveymonkey.com/r/JG523ZM>



We close for one afternoon each month (excluding August and December) for staff training. The dates are on the notice board outside the surgery.

ABUSE IS NOT IN A DAY'S WORK

NHS



We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

We are seeing an increasing amount of inappropriate behaviour towards our team.

The team at Penny Lane Surgery work hard to ensure you are provided with an excellent service.

Please treat our staff with the respect they deserve.

If you are unhappy with the service we provide, please use the complaints procedure to let us know and do not take it out on the team.

Appointments

Do you know about our late night and weekend clinics?

Patients from Penny Lane Surgery can book GP, Nurse, Physiotherapist and Pharmacist appointments between 6.30-8pm Monday to Friday and 9am-5pm on Saturdays,

Clinics are held at Penny Lane Surgery on Monday and Tuesday and in one of the other local practices on Wednesday, Thursday, Friday and Saturday (Valley Medical Centre, Lance Lane Medical Centre and Greenbank Road Medical Centre).

Please speak to a member of our reception team to pre-book your appointment.

GP appointments are now available in your area during the evenings and at the weekend.

To book an appointment, contact your practice.

Your NHS, here for you.

NHS

